

## Privacy Notice for Parents & Carers

This privacy notice is provided to inform about how and why your personal data is used so that we can be as transparent as possible, and to ensure that you are aware of your rights under data protection legislation.

### **The Company**

We are Teen Tips Ltd, and we can be contacted on 01273 093 940 or email [info@teentips.co.uk](mailto:info@teentips.co.uk). The office address is 2 The Mews, 42 St Nicholas Lane, Lewes, BN7 2JZ.

### **Why do we collect your personal data?**

We collect and use your personal data so we can provide our services and resources to you. This is achieved by you registering onto The Wellbeing Hub and where required, paying your subscription fee through our payment portal.

When we process your personal data, we must establish our legal basis for doing so and that legal basis can be different depending on circumstances in which we process it. You will see references to the basis of processing e.g., "(Article. 6.1.f)" and this is a reference to the article of the UK General Data Protection Regulation (UK GDPR) under which we undertake the processing in question.

### **What personal information do we collect?**

During the registration process onto The Wellbeing Hub, the personal information we collect and record is your full name, postal address (for payment verification purposes where required) and email address and telephone number.

If you fail to provide all the information we require to complete the subscription process (our contract), we will not be able to provide you with membership to The Wellbeing Hub.

### **How do we collect your personal data?**

All the personal information we hold will have been provided by you directly on your registration form.

### **How do we use your personal data?**

We keep and use your information to provide a record of your subscription to The Wellbeing Hub and to process your payment if required. The lawful basis we rely on to process this data is Article 6.1.b – performance of a contract. We also use your personal data to send you newsletters and updates on our services and the resources available to you. When you subscribe to The Wellbeing Hub, we will rely on you providing consent – Article 6.1.a UK GDPR.

### **Who has access to your data?**

Employees of Teen Tips Ltd. will have access to your information for purpose of account management. Additionally, we may share your information with others in certain situations:



- It is possible, though unlikely, that we might be forced to disclose your information in response to a court order or other binding mandate. Lawful basis is Art 6.1.c Legal Obligation
- We do use an external accountancy service and they have limited visibility of your personal business data for the administration of company financial affairs. The lawful basis for this is Article 6.1.f, we have a legitimate interest to allow our accountant to have limited access to our client personal data to manage our accounts.
- If you are subscribed under a school licence, then we will share your personal data with that school. The lawful basis for this is Article 6.1.f – legitimate interest, we have a legitimate interest in demonstrating to the school the usage of their subscription.
- Professional advisors and agents.

We use the services of other organisations in the processing your data. We use Microsoft 365 for our email and document storage; we have an external IT support company who may access your data for technical reasons and we have a web development and hosting service who process your data on our behalf.

Those organisations that process personal data on our behalf are subject to a data processing contract as required by Article 28 of the UK GDPR. This ensures that your data is handled in accordance with the UK GDPR.

### **How long do we keep your personal data?**

We will retain your personal data for the period you are subscribed to our service and for 7 years after.

### **Transferring your data outside of the UK**

We do not transfer personal data out of the UK.

### **Your rights**

The UK GDPR provides you with several rights in relation to the data of your process. The rights relevant to our activities are:

- You have the right to get access to and copies of your personal data.
- You can in certain circumstances, restrict our processing of your data and request us to erase it (although we may have to retain some for legal reasons).
- You can ask us to rectify any inaccurate information we may be holding.

If you want to exercise any of these rights, contact us on the above email address.

You also have the right to lodge a complaint about our processing with a supervisory authority — the UK's Information Commissioner's Office.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire



SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)